

“Switched On Goals”

For Switched On Staff

Duration: 1 day
Fee: \$145.00*
Facilitator: Jenny Hemmings

This program is designed to assist Customer Staff and Teams to identify and achieve Goals in a High Profile Achieving Environment. The program will provide a framework to contribute to the development of plans and the carrying out of actions to achieve the businesses goals. Staff will be involved in interactive workshopping through steps to create action plans that work. Staff set out a personal action plan to be applied in the workplace.

Learning Outcomes

- Understand the role of Planned Goals to assist achievement
- Understand your role as a Contributor to Goal Achievement
- Develop a Positive Mental Attitude to Goal Getting
- How to overcome lack of motivation in yourself or others
- Plan integrated solutions to meet those goals
- Develop reliable action plans for yourself as a member of your team to meet your personal and workplace Goals.

The content of this professional development course includes:

- Linking your goals to those of the company
- An understanding of the link between planning and “Goal-Getting”
- An understanding of the importance milestones and rewards
- Organising goals that are achievable
- The creation of your personal Goals Action Plan outline

*The fee of \$145 dollars is for individual staff members who wish to attend a public course. Arrangements can be made for workgroups or associate groups of team members.

*This one-day program is part of a suite of programs for businesses striving for Communication and Service Advancement. It is one of a series of 6 workshops. Involvement of your business in the Qualifying Program can provide benefits as an Associate Member Business of “**Switched On Business Services**”.

“Switched On Business Services”

This Business Customer Focus Development Program comprises a 4 to 6-step training program that integrates both Managers and Staff into a framework of continuous improvement. On completion of the Qualifying Program the Business may use the “Switched On Business Services” logo as part of their promotional activities.

The “Switched On Business Services” Workshops:

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| 1. Communication Bridges | Managers and Supervisors |
| 2. Building Customer Service Teams | Managers and Supervisors |
| 3. Switched On Marketing | Managers and Supervisors |
| 4. Switched On Communications | General Staff |
| 5. Switched On Customer Service | General Staff |
| 6. Switched On Goals | General Staff |

The Qualifying Program

Maxwells Services is committed to assisting with business development. Businesses who are actively involved in developing a minimum of One of their managers in 2 “Switched On” Managers workshops and a minimum of 2 staff members in 2 “Switched On” Staff/Team workshops each and demonstrate the follow up research, planning and actioning of development activities are completed by these members may apply for the “Switched On Business Services Enterprise Award and window sticker.

Switched on Business Services is a member of the Maxwells Services Group of Businesses.

“Your Success is our Goal”